



PERM Audit: Common Errors

All errors are considered improper payments. **Maine is required to reimburse the federal government for all improper payments and has the right to seek recoupment from those providers.**

The most common errors found in the Fiscal Year (FY) 2017 PERM Audit cycle were:

Billing Errors:

- **The provider responded with a statement that the provider had billed in error** – Before submitting a claim, be sure to check that the information for the member and the services provided are accurate.
- **The provider responded with a statement that the beneficiary was not seen on the sampled date of service** – Before submitting a claim, make sure the documentation supports the date of service being submitted.
- **The provider submitted a record for the wrong date of service** – When sending documents to Advance Med, be sure to send documents for the correct date of service.
- **The date of service is incorrect but is within 7 days of the date of service billed on the claim** – Although some billing can be done within a specified date span, be sure to list the date of service as the actual date the services were provided. For example, a member was authorized to be seen once for services between Sunday and Saturday and the services were provided on Wednesday, the date of service on the claim should be for Wednesday's date.
- **The number of units billed is not supported by the number of units documented** – Be sure to bill the correct number of units on a claim. Keep accurate records so that the documentation supports the number of units billed.
- **The provider billed for separate components of a bundled procedure code** – Some service codes are required to be billed together, or bundled, on the same claim. Be sure to bill all bundled codes on the same claim.

Documentation errors:

- **Provider did not submit required progress notes applicable to the sampled DOS** – Be sure to keep accurate progress notes for each DOS.
- **Provider did not submit the service plan** – Be sure to document the service plan.
- **Record does not include a physician's order for the sampled service** – Be sure that the physician's orders are documented to support the service provided.
- **Required start and stop times are not included for all sampled DOS** – Be sure to record the start and stop times for all services that require documentation of the start and stop times.

- **Multiple documents are missing from the record that are required to support payment** – Be sure to keep accurate records that support the claim.
- **Provider did not submit a record with daily documentation of specific tasks performed on the sampled DOS** – Be sure to keep accurate records of specific tasks performed for each service.
- **Provider did not submit the test result** – Be sure to keep test results in the record.
- **Required provider signature and/or credentials are not present** – Be sure the provider signs the orders and includes their credentials.

Miscellaneous errors:

- **Provider did not respond to the request for records** – If a provider does not respond to the request for records from NCI, Inc. it is automatically considered a payment error.
- **Provider responded that he or she did not have the beneficiary on file or in the system** – It is the provider's responsibility to maintain accurate records for each member and for each service provided to that member.
- **State could not locate the provider** – if a provider has ceased operations, it is the provider's responsibility to notify MaineCare through the proper channels that operations have ceased and also to maintain records as defined in [MaineCare Benefits Manual - Chapter 1, Section 1.03](#)
- **Providers moving locations and required storage of records** – if a provider is moving from one location to another, it is the provider's responsibility to notify MaineCare through the proper channels of the provider's new location as defined in [MaineCare Benefits Manual - Chapter 1, Section 1.03](#)
- **Billing two or more services on the same date** – providers may not bill an individual service on the same date in which that individual service is included in another bundled service.